

AMENDMENT

Please *Cancel* Claims 1, and 27-65, without prejudice.

Please *Amend* the claims as follows:

1. (Cancelled).
2. (Currently Amended) The method of Claim 1, further comprising the step of identifying the first individual from the first event code.
3. (Currently Amended) The method of Claim 1, further comprising the step of identifying the first individual from a caller identification data packet received from a telephone.
4. (Currently Amended) The method of Claim 1, wherein the first event comprises an alarm at a selected location.
5. (Currently Amended) The method of Claim 1, further comprising the step of maintaining a record of the telephone call received from the first individual.
6. (Currently Amended) The method of Claim 1, further comprising the steps of:
 - a. transmitting to a first individual, via a not-automatically receipt confirmed transmission medium, a first data packet that includes a first event code, the first event code corresponding to a first event;
 - b. upon receiving a response communication from the first individual, requesting that the first individual respond with the first event code;
 - c. if the first individual responds by transmitting the first event code, then identifying the event from the first event code;

- d. transmitting instructions relating to the event to the first individual;
 - ae. transmitting to a second individual, via a not-automatically receipt confirmed transmission medium communication, a second data packet that includes a second event code, the second event code corresponding to the first event;
 - bf. upon receiving a response communication from the second individual, requesting that the second individual respond with the second event code;
 - eg. identifying the first event and the second individual from the second event code; and
 - dh. if the step of transmitting instructions relating to the first event to the first individual has already been completed, then transmitting to the second individual an indication that the second individual is not required to respond to the first event.
- 7. (Currently Amended) The method of Claim ~~4~~6, wherein the instructions include directions to a location of the first event.
- 8. (Currently Amended) The method of Claim ~~4~~6, further comprising the step of selecting the first individual from a plurality of individuals based upon a preselected set of criteria.
- 9. (Original) The method of Claim 8, wherein the preselected set of criteria include at least one of the following:
 - a. who of the plurality of individuals is currently on duty;
 - b. who of the plurality of individuals is closest to a location of the first event;
 - c. who of the plurality of individuals is currently not assigned to another event; and
 - d. who of the plurality of individuals is most capable of responding to the first event.

10. (Currently Amended) The method of Claim ~~4~~6, further comprising the step of transmitting to a local facility an indication that the first event has occurred.
11. (Currently Amended) The method of Claim ~~4~~6, further comprising the step of displaying information relating to the first event on a site accessible to a user via a global computer network.
12. (Original) The method of Claim 11, wherein the information includes a graphical display of a location of the first event.
13. (Original) The method of Claim 11, wherein the information includes a graphical display of a nature of the first event.
14. (Original) The method of Claim 11, wherein the information includes a graphical display of a current location of the first individual.
15. (Currently Amended) The method of Claim ~~4~~6, further comprising the step of verifying that the first individual has responded to the first event by reading a personal identification of the first individual.
16. (Original) The method of Claim 15, wherein the verifying step comprises the step of reading a personal identification apparatus at a location of the first event.
17. (Original) The method of Claim 15, wherein the verifying step comprises the step of reading biometric data at a location of the first event.

18. (Original) The method of Claim 15, further comprising the step of activating a service mode upon completion of the verifying step, wherein the first event occurs at a first location and wherein the service mode causes a preselected set of subsequent events occurring at the first location to be ignored.
19. (Original) The method of Claim 15, further comprising the step of activating a service mode upon completion of the verifying step, wherein the first event occurs at a first location and wherein the service mode causes a preselected set of pending events occurring at the first location to be ignored.
20. (Currently Amended) The method of Claim ~~16~~, wherein the transmitting step comprises the step of instructing the first individual to follow a procedure to indicate acceptance of responsibility for the first event.
21. (Original) The method of Claim 20, wherein the procedure comprises depressing a preselected button on a telephone handset.
22. (Currently Amended) The method of Claim ~~16~~, wherein the transmitting step comprises the step of transmitting a description of the first event to the first individual.
23. (Currently Amended) The method of Claim ~~16~~, wherein the transmitting step comprises the step of transmitting at least one instruction to the first individual as to how the first individual is to respond to the first event.
24. (Currently Amended) The method of Claim ~~16~~, wherein a plurality of events occurs at a location and wherein if the first individual responds to the first event then the first

individual accepts responsibility for each of the events of the plurality of events.

25. (Currently Amended) The method of Claim ~~46~~, wherein a plurality of events occurs at a location, further comprising the step of allowing the first individual to selectively accept responsibility for each of the events of the plurality of events.
26. (Currently Amended) The method of Claim ~~46~~, wherein the first event occurs at a first location and wherein at least one secondary event is triggered by the first event, further comprising the step of receiving acceptance for the secondary event when the first individual indicates acceptance for the first event.
- 27-65. (Cancelled)